

## Conflict Resolution/Grievance Procedure

### Purpose

This procedure is intended to assist and create a supportive environment to resolve conflict and reduce the impact to staff, gardeners and surrounding community members alike.

### ***P-Patch Philosophy Regarding Conflict Resolution***

*Conflicts are an inevitable part of people working together in any type of relationship, at work, at home or in a community garden. Minor disagreements, misperceptions, and irritating behavioral differences are common. Our goal as a program is to handle conflicts respectfully, justly and with the least possible impact on the lives of gardeners and staff. Appropriately handling conflicts is an important part of building community.*

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### **Steps for Conflict Resolution in P-Patch Community Gardens**

#### **Step 1**

*You should first:*

- attempt to directly work out issues with the other party. All involved should listen carefully and with respect.
- ask site leadership for help when you can't work it out with the other party.
- collect facts including dates, time, place and nature of incidents and how you attempted to resolve the situation.

#### **Step 2**

*If you're unable to resolve issues together and site leadership is not able to help, you should:*

- ask P-Patch staff (hereafter "staff") assigned to your garden for help. The parties directly involved should inform staff of the facts through the attached grievance form. If you have not attempted to resolve the grievance with the other party, staff may choose to redirect you and provide guidance done in consultation with the P-Patch supervisor.



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*In response, staff will:*

- analyze each conflict and decide on a course of action.
- inform the gardeners involved and other necessary individuals about staff action.
- outline decisions and next steps both in written and form and by phone.

### Step 3

*If you want to appeal P-Patch staff's decision:*

- you may ask for reconsideration of staff's decision to the Director of Planning and Community Building and Department Director within two weeks of the decision.

The Director of Planning and Community Building will review written documents and make a decision within two weeks of the request. Management reserves the right to redirect the process back to the steps one and/or two.

### **Resources in addition to P-Patch Site Leadership Manual**

#### **Online**

Nonviolent Communication: [www.nonviolentcommunication.com](http://www.nonviolentcommunication.com)

Help Guide: [http://helpguide.org/mental/eq8\\_conflict\\_resolution.htm](http://helpguide.org/mental/eq8_conflict_resolution.htm)

About.com: [http://stress.about.com/od/relationships/a/conflict\\_res.htm](http://stress.about.com/od/relationships/a/conflict_res.htm)

Conflict Resolution Network: <http://www.crnhq.org/pages.php?plD=10>

#### **Bibliography** Nonviolent Communication: A Language of Life by Marshall B. Rosenberg and

Arun Gandhi (2003)/[www.nonviolentcommunication.com](http://www.nonviolentcommunication.com)

Conflict Resolution by Daniel Dana (2000)

The Joy of Conflict Resolution: Transforming Victims, Villains and Heroes in the Workplace and at Home by Gary Harper (2004)

Conflict Resolution at Work For Dummies by Vivian Scott (2009)

#### **Non-Profit**

King County Dispute Resolution Center

4649 Sunnyside Ave N Ste 520, Seattle, WA 98103 (206) 443-9603



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### Disclaimer

*This procedure/form is not intended to resolve incidents of physical harm or criminal behavior appropriate services. The police should be contacted and P-patch program notified of any such incidents.*

## Grievance Form

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Type of Conflict (please check more than one if necessary):

Gardner to Gardner ☐

Gardner to P-Patch Staff (go to step 3 if unable to work out directly with step 1) ☐

Gardner to Program ☐

Gardner to Community Member ☐

Community Member to Gardner/P-Patch/Program ☐

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Your Name: \_\_\_\_\_

Name(s) of other parties involved: \_\_\_\_\_

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P-Patch location: \_\_\_\_\_

Contact Info for person submitting form:

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

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**Briefly describe the conflict (please include names, dates, and other pertinent information):**

  
  
  
  
  
  
  
  
  
  

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**Describe efforts to resolve the conflict:**

**Suggestions for how to proceed /options that would provide satisfactory resolution:**

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*Please mail or scan and email to:*

City of Seattle's D.O.N.  
P-Patch Program, Attn. (your Comm. Garden Coordinator)  
PO Box 94649  
Seattle, WA 98124-4649  
*Call 684-0264 or check website for specific email addresses*

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